

<https://www.kwu.edu/wp-content/uploads/B.-Policy-on-Student-Complaint-Approved-04.27.20.pdf>



## **Kansas Wesleyan University Policy on Formal Student Complaint Procedures**

The Kansas Wesleyan University Formal Student Complaint Policy is available to students who wish to have a concern resolved regarding a university community process or person. The objective of the Kansas Wesleyan University Formal Student Complaint Policy is to resolve concerns as quickly and efficiently as possible at the level closest to the student. A formal complaint should be filed during the semester of occurrence but no later than 60 days from the first day of the following academic semester.

### **WHAT IS CONSIDERED AN INFORMAL COMPLAINT**

Student-generated hand-written or electronically-written (e.g., email, letters, etc.) complaints signed and dated by a student and provided to the Registrar's Office will be considered to be an informal complaint. All informal complaints will not be tracked.

Informal complaints may be provided via US mail, pirate (personal) email, KWU email, faxed, or hand-delivered. For the purposes of this policy, a student is defined as someone who is currently enrolled full- or part-time or who has recently been enrolled in the institution. If the informal complainant is someone who has not been enrolled during the previous two semesters or academic year, (or) must reapply for admission, or an alumnus who received a KWU degree or other award two or more years ago, will not be considered a student for the purposes of this policy. Informal complaints received from non-students will not be tracked for the purposes of this policy, including non-student informal complaints that might relate to a Kansas Wesleyan University student(s) or representative(s).

### **WHAT IS CONSIDERED TO BE A FORMAL COMPLAINT**

Kansas Wesleyan University (KWU) acknowledges any formal institutionally-recognized **petition** or **appeal** that requests a student (complainant) to set forth the facts, reasons, and evidence that is sufficient to support a claim against a KWU party or KWU parties as being a formal complaint. Formal institutionally-recognized forms are: 1) Petition to KWU Form **OR** 2) specified KWU Appeal Forms (e.g., Satisfactory Academic Progress Appeal Form, Financial Assistance Appeal Form, Grade Appeal Form, etc.). All formal complaints will be tracked.

Formal complaints may be provided via US mail, pirate (personal) email, KWU email, faxed, or hand-delivered. For the purposes of this policy, a student is defined as someone who is currently enrolled full- or part-time or who has recently been enrolled in the institution. If the formal complainant is someone who has not been enrolled during the previous two semesters or academic year, (or) must reapply for admission, or an alumnus who received a KWU degree or other award two or more years ago, will not be considered a student for the purposes of this policy. Formal complaints received from non-students will not be tracked for the purposes of this policy, including non-student formal complaints that might relate to a Kansas Wesleyan University student(s) or representative(s).

At their discretion, a Reporting Official may file a formal complaint on behalf of the student due to extenuating circumstances.

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**Types of formal complaints** would include academic, non-academic, and harassment incidents.

**Academic formal complaints/grievances** are reported to the Registrar who will then forward to the appropriate reporting official. Information regarding the policies and procedures for students who wish to pursue academic complaints and grievances are detailed in the Academic Catalog. The Student Handbook, Teacher Education Handbook, and Nursing Education Handbook also contain procedures. Students who wish to pursue academic complaints and grievances should follow the prescribed policies and procedures outlined in the respective publication. Academic complaints/grievances include: academic continued probation, academic suspension status, accommodation grievances, accommodation request appeals, course conflict enrollment, dual credit enrollment deadline/late registration, grades, increasing course limits, KWU Online, library, re-admittance for suspension, teaching/instructor complaint, and transfer course appeal.

**Non-academic formal complaints/grievances** are reported to the Registrar who will then forward to the appropriate reporting official. Non-academic formal complaint categories are provided below:

**Admissions formal complaints/grievances** include: admittance for suspension from another institution and admissions deadline/late acceptance.

**Athletic formal complaints/grievances** include: athletic-related concerns and coaching/sport complaints.

**Finance and Operations formal complaints/grievances** include: administrative drop for non-payment, billing/no-show billing, buildings/grounds/facilities (non-housing or non-residency).

**Information Services formal complaints/grievances** include: electronic information/IT conduct/misuse.

**Miscellaneous non-academic formal complaints/grievances** include: academic conduct, dining, electronic information/IT conduct/misuse, housing, housing and/or dining buy-out, non-academic conduct, residency, and student clubs and/or organizations (institutionally recognized).

**Program formal complaints/grievances** include: program admission concerns.

**Registrar formal complaints/grievances** include: active duty withdrawal, add/drop deadline, course conflict enrollment, graduation application deadline, increasing course limits, medical withdrawal, transfer course appeal, and withdrawal deadline.

**Student Financial Planning formal complaints/grievances** include: academic and financial assistance reinstatement (satisfactory academic progress – SAP).

**Harassment incidents** are submitted to the Registrar who will then forward to the appropriate reporting official for addressing appropriate action/resolution. Harassment complaint/grievances include: harassment, sexual assault, sexual harassment, and other

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forms of sexual misconduct (see KWU Policy on Sexual Assault, Harassment, & Other Forms of Sexual Misconduct at [https://www.kwu.edu/wp-content/uploads/KWU-Sexual-Misconduct-and-Unlawful-Harassment-Policy-BOT-Approved-July-2020\\_0-1.pdf](https://www.kwu.edu/wp-content/uploads/KWU-Sexual-Misconduct-and-Unlawful-Harassment-Policy-BOT-Approved-July-2020_0-1.pdf)).

Formal complaints/grievances are provided in the following publications as supporting documentation:

- College Catalog
- Student Handbook
- Nursing Department Handbook
- Teacher Education Handbook
- KWU Website

Any formal complaint regarding a Reporting Official or the President of the University should be submitted to the Registrar who will then forward to the appropriate party.

**Supporting KWU Documentation**

Supporting Documentation	Location
KWU Website	<a href="https://www.kwu.edu/student-life/">https://www.kwu.edu/student-life/</a>
Nursing Student Handbooks	(B.S. in Nursing) <a href="https://www.kwu.edu/academics/programs/undergraduate/nursing/">https://www.kwu.edu/academics/programs/undergraduate/nursing/</a> AND (RN to B.S. in Nursing) <a href="https://www.kwu.edu/academics/programs/undergraduate/rn-to-bs-major-in-nursing/">https://www.kwu.edu/academics/programs/undergraduate/rn-to-bs-major-in-nursing/</a>
Policy on Sexual Assault, Harassment, & Other Forms of Sexual Misconduct*	<a href="https://www.kwu.edu/wp-content/uploads/KWU-Sexual-Misconduct-and-Unlawful-Harassment-Policy-BOT-Approved-July-2020_0-1.pdf">https://www.kwu.edu/wp-content/uploads/KWU-Sexual-Misconduct-and-Unlawful-Harassment-Policy-BOT-Approved-July-2020_0-1.pdf</a>
Student Code of Conduct*	<a href="https://www.kwu.edu/wp-content/uploads/Student-Code-of-Conduct-Aug-2020.pdf">https://www.kwu.edu/wp-content/uploads/Student-Code-of-Conduct-Aug-2020.pdf</a>
Student Handbook*	<a href="https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Handbook.pdf">https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Handbook.pdf</a>
University Academic Catalog	<a href="https://www.kwu.edu/academics/registrar/course-catalogs/">https://www.kwu.edu/academics/registrar/course-catalogs/</a>

\*Printed copies may be obtained by contacting the Vice President for Student Development.

**FILING A FORMAL STUDENT COMPLAINT**

**INFORMAL RESOLUTION**

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Initially, the student who is considering the submission of a complaint should attempt to resolve the concern directly with the appropriate faculty member, staff member, or student. If the complainant is not satisfied, or not willing to address the issue with the individual to whom the complaint is directed, a formal student complaint may be initiated.

### FORMAL RESOLUTION

1. A student seeking a formal resolution needs to fill out all sections of the appropriate institutional form: *Petition to KWU Form* **or** *KWU Appeal Form*, and send to the Registrar containing a brief narrative of the facts of the complaint. If a *Petition to KWU* form is submitted, please provide the appropriate evidence to support your claim. Please be sure to sign and date the *Petition to KWU Form* or *KWU Appeal Form* before submitting to the Registrar. Include your contact information (phone number, current mailing address: [house or apartment number, street, town, state, zip code], and email address) for future correspondence between the ~~Reporting Official~~ Registrar and the complainant.
  - o Complaints can be submitted by:
    - o Mailing all required formal documentation to the appropriate Registrar at: 100 East Claflin Ave., Salina, KS 67401
    - o Emailing all required formal documentation from your pirate (personal) email account to the Registrar.
    - o Delivering all required formal documentation to the Registrar's Office in Pioneer Hall, room 285.
2. If the formal complaint is against a Reporting Official, it should be sent to the Registrar who will then forward to the appropriate Reporting Official's supervisor.

The Registrar will initiate the resolution process by forwarding the formal complaint to the appropriate Reporting Official (see pp. 6-8) who will then investigate the complaint generally within ten business days. A 'business day,' for the purposes of this policy, is defined as Monday through Friday when the campus is officially open. The Reporting Official will act upon the appropriate actions/changes/follow-up to resolve the matter. A response to the complainant will be sent generally within ten business days of receipt of the complaint. If a longer time is needed to investigate and make a decision, the Reporting Official will make a reasonable extension of the deadline and contact the complainant to notify them of the new deadline generally within ten business days of receipt of the complaint.

If the complainant is not satisfied with a resolution, an appeal can be made to the Registrar who will then forward to the Reporting Official's supervisor generally within ten business days from the receipt of the decision. If the complaint concerns the Reporting Official, an appeal regarding the Reporting Official's decision should be made to the Registrar who will then forward to the Reporting Official's supervisor. A decision regarding the appeal will be conducted generally within ten business days of receipt of the complaint appeal. The institutional decision on the appeal is final.

### STUDENT APPEALS

Any student who is not satisfied with a non-academic decision made by a Reporting Official with a formal complaint should follow the appeal procedures outlined in the Student Code of Conduct (p. 7; Letter "d") at:

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<https://www.kwu.edu/wp-content/uploads/Student-Code-of-Conduct-Aug-2020.pdf>.

Any student who is not satisfied with an academic decision made by a Reporting Official with a formal complaint should fill out a Petition to **KWU** Form and file with the Registrar's Office in Pioneer Hall, room 285. The Registrar's Office will forward to the Reporting Official's supervisor. Please be sure to follow the directions provided on the form, which is located at:

<https://www.kwu.edu/wp-content/uploads/3.-Petition-to-KWU-04.03.19-1.pdf>.

### **TRACKING COMPLAINTS**

Formal complaints (signed by a student and sent to the Registrar) will be tracked on a spreadsheet provided on a secure shared drive. The Reporting Official handling the complaint is responsible for submitting the required information on the spreadsheet, including appeal information. Paper files and supporting documentation will be securely kept in the respective Registrar's Office. Tracking information will contain, but is not limited to the following information:

- A copy of the student's complaint (including student's legal name and KWU I.D.).
- The date the initial complaint was received by the Registrar.
- Student classification at KWU: first year, sophomore, junior, senior, graduate.
- Date in which KWU contacted the complainant.
- The nature of the complaint.
- Identification of complaint as formal.
- Classification of the complaint (academic, non-academic, admissions, athletics, etc.).
- Title of KWU Reporting Official
- Nature of KWU response (email, phone, face-to-face, letter, etc.).
- Actions taken by KWU.
- A decision from the Reporting Official regarding the complaint.
- The University's resolution regarding the complaint, should an appeal occur.
- Date of resolution.
- Date of notification to student.

The annual Institutional Record of Student Complaints will be maintained on record for a period of three years. The tracking documentation and the Annual Report will be kept on file for 10 years. The Annual Report will contain the following information:

- The total number of formal complaints received by each Reporting Official.
- The nature of complaints received by generic category.
- A summary record of each complaint received, the action taken by Reporting Official and/or College.
- Date of initial complaint.
- Time allotted for determining final decision.
- Date of final decision
- Date of notification to student.
- Complaint trends and how complaints were addressed including thematic data analysis (open coding and focused coding).

### **CONFIDENTIALITY**

The annual Institutional Record of Student Complaints will not include the name or student I.D. of the complainant or name(s) of any individuals involved in the facts of complaint.

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Kansas Wesleyan University is required to share complaint information with accreditors, but individual identities students and other KWU personnel will be redacted.

### **INSTITUTIONAL REVIEW**

The annual Institutional Record of Formal and Informal Student Complaints will be presented to the President, Provost, Vice Presidents, Academic Dean, Directors, and when appropriate, to Division Chairs and Department Chairs no later than August following the academic year of record. The President will work with this team as needed to develop recommendations and/or additional action to ensure on-going quality service to students.

All formal complaints are holistically reviewed and tracked by Reporting Officials on a case-by-case basis as well as part of an annual review during the summer months prior to the beginning of a new academic year. As a result of said holistic review, current policies are revised based on the evidence of KWU's formal complaint system, current policies are enforced with no revision, or new policies are crafted to meet the changing needs of our students, institution, and community stakeholders.

The aim of the institution is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the data (facts) of each individual case. Early complaint resolution saves the institution time and resources, contributes to the overall efficiency of the University, and ultimately promotes a continued positive experience of our students, faculty, staff, and community members. Our process demonstrates our commitment to valuing formal complaints.

### **EXAMPLES OF TYPES OF FORMAL COMPLAINTS OR APPEALS AND THE REPORTING OFFICIAL TO WHOM THE FORMAL COMPLAINT SHOULD BE FILED**

<b>FORMAL COMPLAINT TYPE</b>	<b>REPORTING OFFICIAL</b>
Academic and Financial Assistance Reinstatement (Satisfactory Academic Progress – SAP)	Director of Financial Aid
Academic Conduct*	Vice President for Student Development*
Academic Continued Probation*	Provost/Executive Vice President for Student Success*
Academic Suspension Status*	Provost/Executive Vice President for Student Success*
Accommodation Grievances*	Academic Dean*
Accommodation Request Appeals*	Academic Dean*
Active Duty Withdrawal	Registrar
Add/Drop Deadline	Registrar

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Administrative Drop for Non-payment/Payment Deadline	Chief Financial Officer
Admissions Deadline/Late Acceptance*	Executive Vice President for Advancement & University Operations*
Admittance for Suspension from Another Institution*	Executive Vice President for Advancement & University Operations*
Athletic-related Concerns	Director of Athletics
Billing and No-show Billing	Chief Financial Officer
Buildings/Grounds/Facilities (Non-housing, Non-residential)	Chief Financial Officer
Coaching and/or Sport Complaints	Director of Athletics
Course Conflict Enrollment*	Registrar* OR Provost/Executive Vice President for Student Success*
Dining	Vice President for Student Development
Dual Credit Enrollment Deadline/Late Registration*	Academic Dean*
Electronic Information/IT Conduct/Misuse	Vice President for Student Development OR Director of Information Services
Enrollment Deadline/Late Registration*	Academic Dean*
Grades*	Provost/Executive Vice President for Student Success*
Graduation Application Deadline	Registrar
Housing	Vice President for Student Development
Housing/Dining Buy-out	Vice President for Student Development
Increasing Course Limits*	Registrar* OR Provost/Executive Vice President for Student Success*
KWU Online (Distance Education)*	Academic Dean*
Library*	Academic Dean*
Medical Withdrawal	Registrar
Non-academic Conduct	Vice President for Student Development
Program Admission*	Director of Nursing Education* OR Director of Teacher Education* OR Director of Social Work

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Re-admittance for Suspension*	Provost/Executive Vice President for Student Success*
Residency	Vice President for Student Development
Student Clubs and/or Organizations (Institutionally Recognized)	Vice President for Student Development
Teaching/Instructor Complaint*	Provost/Executive Vice President for Student Success*
Title IX: Sexual Assault, Harassment, & Other Forms of Sexual Misconduct*	Title IX Coordinator: Bridget Weiser Address: 100 East Claflin Ave; Salina, KS 67401 Phone: 785-833-4306 Email: <a href="mailto:bridget@kwu.edu">bridget@kwu.edu</a> See Title IX Policy*
Transfer Course Appeal*	Registrar* OR Provost/Executive Vice President for Student Success*
Withdrawal Deadline	Registrar

\*Denote appeals that should use the following appeal forms, petition forms, or policy:

(see below/immediate next page for appeal forms, petition forms, or policy links)

Course Conflict Enrollment Petition:

[https://kwes.acck.edu/ICS/icsfs/Course\\_Conflict\\_Enrollment\\_Petition.pdf?target=e4acb847-7005-437f-8220-e682873be670](https://kwes.acck.edu/ICS/icsfs/Course_Conflict_Enrollment_Petition.pdf?target=e4acb847-7005-437f-8220-e682873be670)

Satisfactory Academic Progress Appeal Form and Financial Assistance Appeal Form:

<https://www.kwu.edu/pay-for-college/financial-aid/satisfactory-academic-progress/>

Title IX Policy (Sexual Assault, Harassment, & Other Forms of Sexual Misconduct):

[https://www.kwu.edu/wp-content/uploads/KWU-Sexual-Misconduct-and-Unlawful-Harassment-Policy-BOT-Approved-July-2020\\_0-1.pdf](https://www.kwu.edu/wp-content/uploads/KWU-Sexual-Misconduct-and-Unlawful-Harassment-Policy-BOT-Approved-July-2020_0-1.pdf)

If the complaint is not addressed above, contact Vice President for Student Development to determine the appropriate party or you may send the complaint to any of the Reporting Officials listed above and they will forward to the staff member overseeing the area in which the complaint originated.

## COMPLAINTS TO THE HIGHER LEARNING COMMISSION

The Higher Learning Commission (HLC) has established a clear distinction between individual grievances and complaints that appear to involve broad institutional practices. Where a complaint does raise issues regarding the institution's ongoing ability to meet the Criteria of Accreditation, the Commission forwards the complaint to the institution and requests a formal response. HLC Contact information:

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Higher Learning Commission  
230 South LaSalle Street, Suite 7-500,  
Chicago, Illinois 60604-1413  
Phone: 800.621.7440. Fax: 312.263.7462.  
[info@hlcommission.org](mailto:info@hlcommission.org)  
Instructions on HLC website: <https://www.hlcommission.org/Student-Resources/complaints.html>

### Filing a Civil Rights Complaint

The U.S. Attorney's Office welcomes information from the public that brings to our attention possible violations of our nation's civil rights laws.

Please be aware that while the scope of our civil rights practice is broad, our authority to investigate and seek relief for individual complaining parties for alleged civil rights violations is limited. We can only investigate and seek to remedy alleged unlawful conduct when authorized to do so by a specific statute and in the manner proscribed by that statute. In some instances, this means we can only investigate and seek to remedy patterns of unlawful discriminatory conduct, not individual incidents. Additionally, many civil rights claims must be investigated first by another federal agency before being referred to us for litigation. For example, criminal civil rights matters are generally investigated by the Federal Bureau of Investigation, before those matters come to our office for review. For more information about the limitations of our authority and/or required first steps, please use the links above regarding the specific type of claim you believe you may have. In the event of uncertainty, please file a complaint and we will be happy to assist you with your claim.

**To file a complaint with the Department of Justice**, go to the [Department of Justice - How to File a Complaint website](#) and follow the instructions.

**Alternatively, you may file a complaint directly with our office.** You do not need a special form to submit a complaint, but we recommend using the form below. You may also send any supporting documentation with your complaint.

- To submit a complaint by email, complete and save the form above, then email it to:

[usaks.civilrights@usdoj.gov](mailto:usaks.civilrights@usdoj.gov) (link sends email)

- To submit a complaint by mail, print and complete the form above, then mail it to:

U.S. Department of Justice  
Civil Rights Division  
950 Pennsylvania Avenue, NW  
Washington, D.C. 20530-0001  
Telephone: 800-421-3847  
TDD: 202-514-0716

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**COMPLAINTS TO THE DEPARTMENT OF EDUCATION, TITLE IX BASIS**

Kansas City Office (OCR Office for Kansas)  
Office for Civil Rights  
U.S. Department of Education  
One Petticoat Lane  
1010 Walnut Street, Suite 320  
Kansas City, MO 64106  
Telephone: (816) 268-0550  
FAX: (816) 268-0559  
Email: [OCR.KansasCity@ed.gov](mailto:OCR.KansasCity@ed.gov)

U.S. Department of Education  
Office for Civil Rights  
Lyndon Baines Johnson Department of Education Building  
400 Maryland Avenue, SW  
Washington, DC 20202-1100  
Telephone: 800-421-3481  
FAX: 202-245-8392; TDD: 800-877-8339  
Email: [OCR@ed.gov](mailto:OCR@ed.gov)

To file complaints of discrimination with OCR, you may use the online complaint form available at: [online complaint form](#).

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**COMPLAINTS TO THE DEPARTMENT OF EDUCATION AND/OR ATTORNEY  
GENERAL'S OFFICE, BY STATE**

<b>Department of Education and Attorney General Contact Information by State</b>			
<b>State</b>	<b>Department of Education State Listing</b>	<b>Department of Education State Website</b>	<b>Attorney General State Contact</b>
Alabama	Alabama Commission on Higher Education	<a href="http://ache.edu/">http://ache.edu/</a>	Alabama
Alaska	Department of Education and Early Development	<a href="http://www.eed.state.ak.us/">http://www.eed.state.ak.us/</a>	Alaska
Arizona	Department of Education	<a href="http://www.azed.gov/">http://www.azed.gov/</a>	Arizona
Arkansas	Division of Higher Education	<a href="http://www.adhe.edu/">http://www.adhe.edu/</a>	Arkansas
California	Bureau for Private Postsecondary Education	<a href="https://www.bppe.ca.gov/">https://www.bppe.ca.gov/</a>	California
Colorado	Department of Higher Education	<a href="http://highered.colorado.gov/">http://highered.colorado.gov/</a>	Colorado
Connecticut	Department of Education	<a href="http://www.sde.ct.gov/">http://www.sde.ct.gov/</a>	Connecticut
Delaware	Department of Education	<a href="http://www.doe.k12.de.us/">http://www.doe.k12.de.us/</a>	Delaware
Florida	Department of Education	<a href="http://www.fldoe.org/">http://www.fldoe.org/</a>	Florida
Georgia	Department of Education	<a href="https://www.gadoe.org/Pages/Home.aspx">https://www.gadoe.org/Pages/Home.aspx</a>	Georgia
Hawaii	State Department of Education	<a href="http://www.hawaiipublicschools.org/">Hawaii DOE   Home Page (hawaiipublicschools.org)</a>	Hawaii
Idaho	State Board of Education	<a href="https://www.sde.idaho.gov/">https://www.sde.idaho.gov/</a>	Idaho
Illinois	Board of Higher Education	<a href="https://www.ibhe.org/">https://www.ibhe.org/</a>	Illinois
Indiana	Commission for Higher Education	<a href="http://www.in.gov/che/">http://www.in.gov/che/</a>	Indiana
Iowa	Department of Education	<a href="http://educateiowa.gov/">http://educateiowa.gov/</a>	Iowa
Kansas	State Department of Education	<a href="http://www.ksde.org/">http://www.ksde.org/</a>	Kansas
Kentucky	Council on Postsecondary Education	<a href="http://cpe.ky.gov/">http://cpe.ky.gov/</a>	Kentucky
Louisiana	Board of Regents	<a href="https://regents.la.gov/">https://regents.la.gov/</a>	Louisiana
Maine	Department of Education	<a href="https://www1.maine.gov/doe/learning/highered">https://www1.maine.gov/doe/learning/highered</a>	Maine
Maryland	Higher Education Commission	<a href="https://mhec.maryland.gov/Pages/default.aspx">https://mhec.maryland.gov/Pages/default.aspx</a>	Maryland
Massachusetts	Department of Higher Education	<a href="http://www.mass.edu/">http://www.mass.edu/</a>	Massachusetts
Michigan	Department of Education	<a href="http://www.michigan.gov/mde">http://www.michigan.gov/mde</a>	Michigan
Minnesota	Office of Higher Education	<a href="http://www.ohe.state.mn.us/">http://www.ohe.state.mn.us/</a>	Minnesota
Mississippi	Department of Education	<a href="http://www.mdek12.org/">http://www.mdek12.org/</a>	Mississippi
Missouri	Department of Higher Education & Workforce Development	<a href="http://dhe.mo.gov/">http://dhe.mo.gov/</a>	Missouri
Montana	Department of Education	<a href="https://www.mt.gov/education/default.aspx">https://www.mt.gov/education/default.aspx</a>	Montana
Nebraska	Department of Education	<a href="http://www.education.ne.gov/">http://www.education.ne.gov/</a>	Nebraska
Nevada	Department of Education	<a href="http://www.doe.nv.gov/">http://www.doe.nv.gov/</a>	Nevada
New Hampshire	Department of Education	The Department of Education   Department of Education (nh.gov)	New Hampshire
New Jersey	Office of the Secretary of Higher Education	<a href="http://www.state.nj.us/highereducation/">http://www.state.nj.us/highereducation/</a>	New Jersey
New Mexico	Public Education Department	<a href="https://webnew.ped.state.nm.us/">https://webnew.ped.state.nm.us/</a>	New Mexico
New York	Office of Higher Education	<a href="http://www.highered.nysed.gov/">http://www.highered.nysed.gov/</a>	New York
North Carolina	Department of Public Instruction	<a href="https://stateboard.ncpublicschools.gov/">https://stateboard.ncpublicschools.gov/</a>	North Carolina
North Dakota	Department of Public Instruction	<a href="http://www.dpi.state.nd.us/">http://www.dpi.state.nd.us/</a>	North Dakota

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 Revised by CTF: 09.12.22; Approved by IDC: 10.31.22

Ohio	Department of Education	<a href="http://education.ohio.gov/">http://education.ohio.gov/</a>	Ohio
Oklahoma	State Department of Education	<a href="https://sde.ok.gov/">https://sde.ok.gov/</a>	Oklahoma
Oregon	Department of Education	<a href="https://www.oregon.gov/ode/pages/default.aspx">https://www.oregon.gov/ode/pages/default.aspx</a>	Oregon
Pennsylvania	Department of Education	<a href="https://www.education.pa.gov/Pages/default.aspx">https://www.education.pa.gov/Pages/default.aspx</a>	Pennsylvania
Rhode Island	Department of Education	<a href="http://www.ride.ri.gov/">http://www.ride.ri.gov/</a>	Rhode Island
South Carolina	Commission on Higher Education	<a href="http://www.che.sc.gov/">http://www.che.sc.gov/</a>	S. Carolina
South Dakota	Department of Education	<a href="http://doe.sd.gov/">http://doe.sd.gov/</a>	S. Dakota
Tennessee	Higher Education Commission	<a href="https://www.tn.gov/thec.html">https://www.tn.gov/thec.html</a>	Tennessee
Texas	Higher Education Coordinating Board	<a href="http://www.theccb.state.tx.us/">http://www.theccb.state.tx.us/</a>	Texas
Utah	State Board of Education	<a href="http://www.schools.utah.gov/">http://www.schools.utah.gov/</a>	Utah
Vermont	Agency of Education	<a href="http://education.vermont.gov/">http://education.vermont.gov/</a>	Vermont
Virginia	Department of Education	<a href="http://www.doe.virginia.gov/">http://www.doe.virginia.gov/</a>	Virginia
Washington	Student Achievement Council	<a href="https://wsac.wa.gov/">https://wsac.wa.gov/</a>	Washington
West Virginia	Department of Education	<a href="https://wvde.us/">https://wvde.us/</a>	West Virginia
Wisconsin	Higher Educational Aids Board	<a href="http://www.heab.state.wi.us/">http://www.heab.state.wi.us/</a>	Wisconsin
Wyoming	Department of Education	<a href="http://edu.wyoming.gov/">http://edu.wyoming.gov/</a>	Wyoming
Washington DC	Office of the State Superintendent of Education	<a href="http://osse.dc.gov/">http://osse.dc.gov/</a>	Washington DC

### 1. Student Complaint Policy

<https://www.kwu.edu/wp-content/uploads/B.-Policy-on-Student-Complaint-Approved-04.27.20.pdf>

### 2. Petition to KWU Form

<https://www.kwu.edu/wp-content/uploads/3.-Petition-to-KWU-04.03.19-1.pdf>

### 3. Resolve Issues with Online Course – KWU Online page

Faculty & Student Handbook for KWU Online

<https://www.kwu.edu/academics/online-options/>

### 4. Grade Appeal Procedure – Catalog printed p. 42

<https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Academic-Catalog.pdf>

### 5. Satisfactory Academic Progress Standards – Catalog printed p. 43

<https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Academic-Catalog.pdf>

### 6. Academic Honor Code – Catalog printed p. 45

<https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Academic-Catalog.pdf>

### 7. Involuntary/Administrative Withdrawal – Catalog printed p. 56

<https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Academic-Catalog.pdf>

### 8. Transfer Applicants – Catalog printed p. 26

<https://www.kwu.edu/wp-content/uploads/2022-23-KWU-Academic-Catalog.pdf>

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